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**investing**

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**NCFE Investing in Quality (IIQ) Licence  
User Guide**  
January 2015

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## Section 1

### How this guide will help you

Thanks for choosing NCFE's Investing in Quality (IIQ) Licence. The main aim of this user guide is to help explain what's required to complete the application process by meeting the requirements for the 7 Quality Statements and the associated Performance Criteria; what to expect during the approval and monitoring visits; and how to register your courses and learners

We hope that you find this guide useful. But don't worry though, if you need any help or advice you can contact NCFE Accreditation Services on 0191 239 8888 and we'll be able to offer you additional guidance and support. We'll also provide feedback on your application form and then once approved your course submission too.

We're always looking for ways of improving the support and guidance we offer, so if you've any comments or suggestions about this guide, please let us know by giving us a call on 0191 239 8000 or email: [feedback@ncfe.org.uk](mailto:feedback@ncfe.org.uk).

## Section 2

### Introduction to the NCFE IIQ Licence

The NCFE IIQ licence is a flexible, efficient and responsive service which allows you to have an unlimited number of courses accredited under your licence for one annual fee.

The licence allows you to gain accreditation from a national Awarding Organisation, providing you with a

guarantee that your training courses are of a high standard. It gives you the freedom to develop courses to suit the needs of employers, learners and government objectives and also gives your centre the flexibility to tailor these courses to niche markets.

## Section 3

### How will the IIQ Licence benefit your learners?

- they'll receive an NCFE certificate of achievement
- provides external recognition for their achievements;
- evidence of gaining new skills, knowledge and competence for their career development; progression into employment; and/or further education

## Section 4

### How will the IIQ Licence benefit your organisation?

- competitive edge – with a kite mark that will add further value to your proposition to help you gain and retain clients
- manage risk – operate within a quality framework to help provide evidence to third parties, such as government bodies, about the quality of the learning experience that you offer.
- audit trail - You'll be visited twice a year by one of our External Verifiers, who'll provide a report about course delivery and assessment, to demonstrate rigour and quality in helping their learners achieve their goals
- minimise costs - Minimise resource costs and the administrative burden for producing certificates by letting us do it for you with our competitive reg/cert fees
- speedy service – your courses can be accredited within 15 working days
- your brand on our certificates – NCFE certification that bears your organisation's logo
- quick and easy registration – our one day certification turnaround means your learners won't be waiting around

## Section 5

### IIQ Licence Fees

The IIQ licence is a cost-effective way for centres who want to develop several courses. Fees for the IIQ licence comprise of 3 separate elements – an initial approval fee; an annual licence fee; and the combined registration and certification fee for each learner.

#### Initial Approval Fee – £500

The initial approval fee contributes towards the cost of work to assess the eligibility of the centre for the licence, the Quality Verifier's approval visit and the administrative costs of the approval (including issuing the appropriate contract, licence and initial supporting documentation). The fee is non-refundable.

#### Annual Licence Fee – £2,000

The annual licence fee allows you to develop, deliver and evaluate an unlimited number of bespoke learning courses. It contributes towards the costs of providing a team of Quality Verifiers. It also covers the on-going support of NCFE's Accreditation team for all IIQ licensed centres.

The initial IIQ Licence fee will be calculated on a pro-rata basis from the date that a new IIQ centre gains approval, thereafter; the annual IIQ Licence fee will be invoiced at the beginning of each academic year (1 September).

#### Registration and Certification combined fee – £11 per learner

This contributes towards the administration costs of registering and, where applicable, issuing a certificate for a learner. The fee is invoiced at the point of registration.

#### Letter of Unit Credit Certificate Fee

You can request a Letter of Unit Credit Certificate for any learner who achieves at least one full unit of their IIQ course. The first Letter of Unit Credit certificate will be free of charge.

#### Advisory Visits – £600

Advisory visits are used to provide extra support to a centre either prior to the approval visit or in addition to the 2 monitoring visits. Advisory visits must be approved in advance by the centre and NCFE's Accreditation team. The fee for an advisory visit is a one-off, non-refundable fee which contributes to the costs of the Quality Verifier and any travel expenses.

## Section 6

### Guiding Principles to the NCFE IIQ Licence

The NCFE IIQ licence is underpinned by the following principles:

- by applying for the Investing in Quality licence, centres are also indicating a willingness to work with NCFE in sharing good practice and thereby raising standards of education and training
- The centre understands the on-going requirements of NCFE's IIQ Quality Statements and Performance Criteria, and these may change from time to time
- the ownership of course design and content (Intellectual Property Rights) remains with the centre
- course details are regarded as confidential to the centre and to NCFE and will not be divulged by NCFE to a third party without prior agreement from the Licensed Centre
- the centre will not advertise and promote provision as accredited by NCFE until approval for the NCFE IIQ Licence has been confirmed and following that the centre has received written confirmation, from NCFE, that accreditation has been awarded for each individual course
- a senior representative of the centre must be nominated as the IIQ contact for the centre
- evidence put forward for the Quality Verifiers approval visit must have been approved at a senior level within the centre
- all staff members involved in the delivery of courses, that are to be registered and recognised under the NCFE IIQ Licence, have the appropriate skills, experience and qualifications to deliver and quality assure the courses in line with the course standards/ requirements; and be aware of the requirements of the Licence and their role in adhering to it
- under the terms and conditions of the IIQ Licence Agreement, the Licensed Centre will be responsible for the content, accuracy and legality of any course information or material. This includes making sure that all advertising and promotional course information or material which is printed, on any website or in any electronic form adheres to the Ofqual Condition B5.1 and Condition B5.2
- the centre understands that; if the centre doesn't register any learners within 1 year of the approval visit and following that the anniversary of the approval visit date, then NCFE have the right to immediately terminate the Licence Agreement.

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## **Section 7**

### **Becoming an NCFE IIQ Licensed Centre**

If you already work with us for other NCFE provision (eg regulated qualifications) you'll still need to complete the IIQ Licence Application form and have an approval visit by an IIQ Quality Verifier. This is because we need to assess your eligibility for the Licence against the performance criteria of the 7 IIQ Quality Statements.

It's your responsibility to demonstrate how you meet the requirements for each Quality Statement and associated Performance Criteria.

We ask that you provide evidence in support of each Performance Criterion so please tell us about your policies, processes and resources in the right hand column of section 6 to the application form by using Appendix A to help you - we've suggested some evidence in the right hand column.

## Section 8

### Becoming an NCFE Centre

#### NCFE

1. If you're not already an NCFE centre we'll assign a Centre Support Assistant (CSA) to process your application and allocate a regional IIQ Quality Verifier (QA).
2. Once a QA has accepted the allocation, your CSA will email you within 5 working days of receiving your application to introduce themselves, confirm the name of your QA and send you the invoice for the £500 initial approval fee. They'll also tell you that your allocated QA will contact you within 5 working days to arrange a mutually convenient date and time for their visit.

#### Quality Verifier:

1. Within 5 working days of being allocated your centre, the QA will email you to introduce themselves; and to outline what you need to do for the visit, the format of the visit and to arrange a date and answer any queries they have about the process.
2. The QA will then either call you a couple of days later to agree a date and time; or will send you an email with suggested dates and times and contact you later to confirm which is most suitable.

3. On the day of your approval visit the QA will go through your application form with you, so it would be helpful to have any supporting evidence available for them to look through. The QA will give you a decision in principle (subject to NCFE approval) and then they have 5 working days after the approval visit to write their report and send it to NCFE.
4. The QA will also propose a date for your monitoring visit in 6 months time.

#### NCFE

1. On receipt of the approval visit report NCFE will confirm the approval decision within 5 working days. We'll send you a copy of the report, your Licence Agreement for your signature (it's important that you read Licence Agreement to understand your obligations as an IIQ centre), a centre certificate, an invoice for the £2,000 annual licence fee and other supporting documentation.
2. After you're confirmed as an NCFE IIQ centre you'll be able to register your bespoke courses and candidates under the IIQ Licence – we've a service level agreement of 15 working days to approve and accredit each of your IIQ courses but this may be less depending on demand

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## Section 9

### Registering your IIQ courses for Accreditation

Once your centre has been awarded the IIQ Licence you can begin to register the courses that will lead towards NCFE certificates of achievement, through the accreditation process. NCFE should be notified of such courses using the NCFE Investing in Quality New Course Approval Form (Form IIQ12-NC).

Once we receive this information, we'll review it and approve it within 15 working days. If we have any concerns about the information provided we'll contact you and give you an action plan.

When we approve the course the certificate details will be entered onto our database and a confirmation report will be sent to your centre for signature to confirm that the details to be shown on the certificate are accurate and correct and to acknowledge adherence to Ofqual's Conditions of Recognition B5.

Once your course is confirmed accredited you'll need to follow NCFE's Learner registration and certification procedures. All centres will receive full support from NCFE, including a dedicated NCFE centre contact.

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## Section 10

### Guide to Writing units for Bespoke Courses

If you need help writing your learning outcomes and assessment criteria, or choosing the most appropriate assessment method(s), why not use our Guide to Writing Units for Bespoke Courses to help you. Download a copy from our website ([ncfe.org.uk](https://ncfe.org.uk)) or request a copy from our Accreditation Services team.



## Section 11

### Registering and Certifying Learners for Certificates of Achievement

The easiest way to register and keep track of your learners' progress is to use the NCFE Portal, our online learner administration interface. You can use the Portal to:

- register learners
- claim certificates
- download forms, invoices and reports
- view your learners' status 24 hours a day.

Download the relevant materials from [ncfe.org.uk](http://ncfe.org.uk) or request them from your Centre Support Assistant.

To access the NCFE Portal you'll need to apply for a username and password. This can be done by completing the NCFE Portal registration form which is located on the Portal section of our website.

Once you have your password you can log on and start registering!

Once your learners are registered with NCFE we'll allocate a unique 'batch reference

number' to your group. The batch reference number is used to track groups of learners, from registration to certification and you should use this batch number when making enquiries.

Please ensure that you register your learners with NCFE as soon as possible. This ensures you receive all the help and support you need from us, and we're aware of the learners in the pipeline if they have an enquiry for NCFE.

## Section 12

### Use NCFE's IIQ Logo

As an NCFE customer we'd love you to use our IIQ logo and refer to NCFE's accreditation by using our logo and is available to all centres approved to develop courses under our IIQ Licence. You can use this logo on any documentation or media relating to your courses which fall under your centre's agreement with NCFE.

Instructions for the use of the IIQ Logo is at Appendix 2

You can also have your centre's logo on your learners' certificates of achievement which means we have confidence in your training, helping you to re-enforce your brand to gain and retain your clients. Just send us a good quality Jpeg of your logo.

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### Section 13 Centre Visits

The purpose of the bi-annual IIQ monitoring visits, made by the Quality Verifier, is to make sure that systems and procedures are still in place and are being applied to provision falling within the scope of the Licence.

The Quality Verifier will also monitor how the NCFE IIQ logo is being used. The Quality Verifier will liaise with your centre contact in agreeing the content and timing of his/her visits.

Centres approved for the IIQ Licence must adhere to the Quality Statements and Performance Criteria. The centre must demonstrate its on-going commitment to safeguarding the interests of its learners and maintaining quality standards as required by the Quality Statements throughout the licence period.

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### Section 14 Reporting Arrangements

After each visit the Quality Verifier will submit a written report to NCFE which will be copied to the centre within 10 working days of the visit. Each report will cover the following:

- a factual description of the scope of the visit
- judgements on the licensed provision based on the evidence seen, including examples of good practice
- each IIQ performance criteria will be graded
- feedback in the form of recommendations for action.

It's expected that centres will make use of these reports in their self-assessment and internal audit activity.

## Section 15

### The Role of the NCFE External Verifier

The role of the NCFE IIQ Quality Verifier is to:

- undertake initial approval of the centre under the IIQ Quality Statements and Performance Criteria, then provide a report with an action plan for the centre
- make contact with allocated licenced centres, maintain contact with licenced centres between visits and log all communication made and received
- make 2 visits per year to each allocated licenced centre
- devise and produce visit plans in consultation with the licenced centre
- provide reports of centre visits and other advisory activities, within the timescale required by NCFE
- review the licenced centre's documented system(s)/procedures in accordance with the performance criteria
- review the content and assessments for the licenced centre's courses
- review the licenced centre's use of the licence
- inform licenced centres promptly and accurately of instances where the supporting evidence
- provides examples of good practice and where there are areas requiring further development
- provide feedback to licenced centres and NCFE on how centres might continue to develop their quality standards
- respond promptly to licenced centres' requests for advice on meeting the requirements of the licence
- provide NCFE with examples of good practice
- contribute to NCFE's review of the supporting evidence
- refer any queries about the evidence to NCFE
- attend annual training sessions
- provide excellent customer service, in accordance with NCFE's quality standards.

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## **Appendix 1**

### **Investing in Quality Licence**

#### **Quality Statements and Performance Criteria**

Centres approved for the IIQ Licence must adhere to the Quality Statements and Performance Criteria set out in this schedule. The centre must demonstrate its ongoing commitment to safeguarding the interests of its learners and maintaining quality standards as required by the Quality Statements throughout the licence period.

#### **Using the Quality Statements**

It's the centre's responsibility to demonstrate how they meet the requirements for each Quality Statement and associated Performance Criteria. Centres must provide evidence in support of each Performance Criterion.

To help you we've suggested some evidence in the right hand column below, however, NCFE recognises that centres have their own quality systems so the evidence examples are for guidance only and can be changed to suit centres individual needs.

**Appendix 1**  
**Investing in Quality Licence**  
**Quality Statements and**  
**Performance Criteria**

<b>Quality Statement No 1 - Quality Assurance</b> The centre has clearly documented and implemented quality assurance policies and procedures	
Performance Criteria	Suggested evidence which can be used to satisfy the performance criteria
<p><b>1 The Licensed centre must have clearly documented and implemented quality assurance policies and procedures, which ensure that each course:</b></p> <p>1.1. is subject to a systematic internal approvals process, which confirms that there's valid and reliable rationale for writing the course; and that there's written confirmation that there's not a more suitable existing qualification on the Ofqual '<b>Register of Regulated Qualifications</b>' <a href="http://register.ofqual.gov.uk/">http://register.ofqual.gov.uk/</a></p> <p>1.2. is fit for purpose by having clearly stated aims, objectives, learning outcomes and associated assessment criteria and guidance for recording assessment</p> <p>1.3. ensures that the stated learning outcomes and assessment criteria are appropriate to the level assigned to the course, in accordance with the 'NCFE Instructions for Writing Units for Investing in Quality (IIQ) Courses'</p> <p>1.4. includes programmes of learning and session plans which cater for individual learner needs</p> <p>1.5. for distance learning courses, includes appropriate workbooks and study guides</p>	<ul style="list-style-type: none"> <li>• internal approvals procedure</li> <li>• minutes of internal approval meetings</li> <li>• confirmation of the internal decisions, and the approval panel members names are recorded</li> <li>• sample course documentation/ specifications including aims, objectives, outcomes and assessment criteria</li> <li>• the measurable learning outcomes are at a defined level and benchmarked against QCF level descriptors, which can be found in Appendix 3 to the 'NCFE Instructions for Writing Units for Investing in Quality (IIQ) Courses'</li> <li>• schemes of work, learning programmes, session plans and individual learning plans</li> <li>• workbooks and study guides</li> </ul>

**Appendix 1**  
**Investing in Quality Licence**  
**Quality Statements and**  
**Performance Criteria**

<b>Quality Statement No 1 - Quality Assurance</b> The centre has clearly documented and implemented quality assurance policies and procedures	
<b>Performance Criteria</b>	<b>Suggested evidence which can be used to satisfy the performance criteria</b>
1.6. has a procedure for the collection, analysis and evaluation of feedback from learners, staff and employers which leads to improvements taking place  1.7. is subject to annual quality review and evaluation leading to continuous improvement  1.8. has a procedure for dealing with incidents and complaints from learners, staff and employers  1.9. has pre-determined learner achievement, performance and attendance targets which are closely monitored  1.10. includes the systematic observation of teaching and learning, assessment and all other aspects of the learning cycle. Distance Learning Providers must have robust marking and feedback for learners	<ul style="list-style-type: none"> <li>• learner evaluations, analysis of responses, summary of responses, action plans and evidence of improvements</li> <li>• quality review and evaluation reports, action plans and evidence of improvements</li> <li>• complaints and Appeals Policy and/or complaints/incident reporting procedures and records</li> <li>• learner achievement/attendance data, targets and monitoring reports</li> <li>• observation policies and procedures, observation records and reports covering induction, teaching and learning sessions, assessment, learner reviews, written feedback records and tutorials.</li> </ul>

**Appendix 1**  
**Investing in Quality Licence**  
**Quality Statements and**  
**Performance Criteria**

<b>Quality Statement No 2 - Learners</b> The centre is committed to safeguarding the interests of its learners to ensure public confidence in the centre's IQ Courses, and in NCFE	
<b>Performance Criteria</b>	<b>Suggested evidence which can be used to satisfy the performance criteria</b>
<b>2 The centre must have appropriate policies and procedures in place to ensure that learners following courses delivered under the licence:</b>  2.1. receive an accurate and appropriate representation of any course information that's offered through advertising and promotional activity. All advertising and promotional activity must adhere to Ofqual Conditions of Recognition B5.1, 'Statements regarding qualifications which are not regulated qualifications'; and B5.2, 'Advertising and promotion of qualifications'.  2.2. receive accurate and up-to-date information, advice and guidance on available courses  2.3. are recruited on to courses that meet their individual or employer needs  2.4. receive an induction that provides accurate and up-to-date information on assessment, course content, available support and what achievement and course title learners will be certificated for	<ul style="list-style-type: none"> <li>• advertising and promotional activity can be:</li> <li>• printed materials</li> <li>• displayed on any website</li> <li>• or in any electronic form</li> <li>• It must be Ofqual compliant and adhere to the NCFE Stipulations and Guidelines for Advertising and Promoting Course Information</li> </ul> <ul style="list-style-type: none"> <li>• course directories, prospectuses, information leaflets, website, and learner handbooks, course handbooks</li> </ul> <ul style="list-style-type: none"> <li>• discussions with learners/employers and interview/recruitment procedures</li> </ul> <ul style="list-style-type: none"> <li>• induction course information/handbook. Discussions with learners</li> </ul>
2.5. where appropriate, receive an initial assessment of their skills on entry to help identify any additional learning or personal support requirements	<ul style="list-style-type: none"> <li>• initial assessment materials, results of initial assessment, action taken as a result of initial assessment. Discussions with learners</li> </ul>

**Appendix 1**  
**Investing in Quality Licence**  
**Quality Statements and**  
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<b>Quality Statement No 2 - Learners</b> The centre is committed to safeguarding the interests of its learners to ensure public confidence in the centre's IIQ Courses, and in NCFE	
<b>Performance Criteria</b>	<b>Suggested evidence which can be used to satisfy the performance criteria</b>
2.6. are provided with the necessary learning and/or personal support/ to help them achieve their course objectives	<ul style="list-style-type: none"> <li>• learning and personal support provision (internal and external), procedures for identifying and providing support. Discussions with learners</li> </ul>
2.7. receive appropriate information on potential progression opportunities following completion of their IIQ course	<ul style="list-style-type: none"> <li>• progression information and guidance. Discussions with learners</li> </ul>
2.8. are provided with teaching, learning and assessment; delivered in a flexible manner to meet their individual needs	<ul style="list-style-type: none"> <li>• direct observation of teaching, learning and assessment by Quality Advisor. Discussions with learners. Learner evaluations</li> </ul>
2.9. have regular opportunities to review their progress and assessment plans to meet their goals	<ul style="list-style-type: none"> <li>• samples of assessed work. Assessment, tutorial and progress review records. Observation of assessment by quality advisor. Discussions with learners.</li> <li>• assessment and internal verification records</li> </ul>
2.10. are made aware of the centre's policies such as appeals, diversity and equality, reasonable adjustments, special considerations and malpractice	<ul style="list-style-type: none"> <li>• induction course information/ handbook. Discussions with learners</li> </ul>
2.11. are registered with NCFE and certificated in adherence with the 'IIQ Licence Agreement'.	<ul style="list-style-type: none"> <li>• registration and certification procedures. Sample registration and certification records.</li> </ul>



**Appendix 1**  
**Investing in Quality Licence**  
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<b>Quality Statement No 3 - Learners</b> The centre has clearly documented and implemented policies and procedures for all staff who are involved in the delivery and assessment of IIQ courses	
Performance Criteria	Suggested evidence which can be used to satisfy the performance criteria
<b>3 The centre has appropriate policies and procedures in place to ensure all staff who are involved in the delivery and assessment of IIQ courses:</b>	NCFE Occupational Competence Guidance for staff involved in the delivery or assessment of Licenced centres' IIQ course(s) should meet the following criteria: <b>Essential</b> <ul style="list-style-type: none"> <li>• all tutors or trainers need to hold or be working towards a current recognised teaching or training qualification</li> <li>• they should also have current or recent teaching or work experience in relevant sector</li> </ul>
3.1. are recruited with the appropriate skills, experience and qualifications and are in place before the course begins	<b>Occupational Background</b> The delivery team need to have: <ul style="list-style-type: none"> <li>• an experienced Internal Verifier/ Moderator</li> <li>• an experienced tutor or trainer.</li> </ul> NCFE recommends that at least one member of the team has an adult teaching qualification
3.2. have or are working towards a current recognised teaching or training qualification and/or an assessment and/or verification qualification	NCFE recommends that at least one member of the team has an adult teaching qualification
3.3. have subject knowledge and are knowledgeable of courses, learners and employers	<b>Desirable</b> <ul style="list-style-type: none"> <li>• currently assessing, moderating or verifying in that sector</li> <li>• membership of professional sector-specific bodies or institutes.</li> <li>• staff recruitment policies, procedures and documentation. Staff CVs</li> </ul>

**Appendix 1**  
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<b>Quality Statement No 3 - Learners</b> The centre has clearly documented and implemented policies and procedures for all staff who are involved in the delivery and assessment of IIQ courses	
<b>Performance Criteria</b>	<b>Suggested evidence which can be used to satisfy the performance criteria</b>
3.4. are given appropriate induction, training, mentoring, supervision and support. All relevant staff must also be informed of NCFE's current policies, mandatory documents and guidance documents shown in Schedule 3 of the 'IIQ Licence Agreement', which may change from time to time	<ul style="list-style-type: none"> <li>• staff induction course/materials/ information. Staff mentoring and support arrangements</li> </ul>
3.5. are allocated sufficient time and resources for staff to carry out their roles as tutors, assessors and internal verifiers	<ul style="list-style-type: none"> <li>• staff timetables/caseloads. Assessment and internal verification plans/schedules</li> </ul>
3.6. are provided with a staff development course which is relevant to the needs of all full-time, part-time and contracted staff	<ul style="list-style-type: none"> <li>• staff development policies and procedures. Staff development and training courses/records</li> </ul>
3.7. are subject to regular performance monitoring/ appraisal which helps identify individual training needs and leads to a course of continuous professional development.	<ul style="list-style-type: none"> <li>• staff appraisal policies, procedures and records. CPD records.</li> </ul>

**Appendix 1**  
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<b>Quality Statement No 4 - Physical Resources</b> The centre has appropriate resources, accommodation and equipment for the quality assurance, and the delivery and assessment of IIQ courses	
Performance Criteria	Suggested evidence which can be used to satisfy the performance criteria
<p><b>4 The centre has appropriate resources, accommodation and equipment in place to ensure that all courses delivered under the IIQ Licence must:</b></p> <p>4.1. have appropriate resources, accommodation, equipment for teaching, learning and assessment relevant to sector requirements</p> <p>4.2. enable learners to have adequate access to those resources</p> <p>4.3. enable learners to have adequate availability of technology to support learning</p> <p>4.4. carry out a review of the provision of resources at least on an annual basis</p> <p>4.5. ensure staff receive appropriate training in the use of equipment and technology</p> <p>(NB - Some criteria from Quality Statement 4 may not be relevant to some centres depending on the methods of delivery. Applicable criteria will be confirmed by the Quality Advisor in writing following the approval visit.)</p>	<p>(NB - When applying for the IIQ Licence, centres should provide a brief description of their physical resources, ie number of classrooms; library; available IT and specialist equipment.)</p> <ul style="list-style-type: none"> <li>• tour of premises, accommodation and associated equipment/resources, library/learning resource centre, ICT suite/facilities</li> <li>• discussions with learners</li> <li>• discussions with learners</li> <li>• resource review records, minutes of meetings</li> <li>• staff development/training records, CPD records.</li> </ul>

**Appendix 1**  
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<b>Quality Statement No 5 - Legislation</b> The centre ensures that all policies that support the delivery, assessment and verification of IIQ courses are compliant with Government Legislation and other relevant legislation	
Performance Criteria	Suggested evidence which can be used to satisfy the performance criteria
<p><b>5 The centre has appropriate policies and procedures in place that are compliant with government legislation and embedded into the delivery of IIQ courses. The centre must ensure that</b></p> <p>5.1. they have appropriate policies and procedures/codes of practice relating to Equality and Diversity, Health and Safety, Data Protection Act and the Safeguarding of Children and Vulnerable Adults</p> <p>5.2. all staff and learners are made aware of such procedures and that they are actively promoted through teaching, learning and, where appropriate, assessment.</p> <p>5.3. the welfare of learners is a key priority and they are protected from harassment and bullying</p> <p>5.4. All of the centre's policies and processes are reviewed annually to take account of changes to legislation, NCFE policies and mandatory/guidance documents, and the changing needs of the centre.</p>	<ul style="list-style-type: none"> <li>• policies and procedures relating to aspects of equality and diversity, health and safety, Data Protection Act and safeguarding</li> <li>• minutes of meetings, staff training/ CPD records. Information provided for staff/learners. Discussions with learners</li> <li>• harassment and bullying policies and procedures. Learner welfare policy. Discussions with learners</li> <li>• evidence of version control and minutes of meetings etc.</li> </ul>

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<b>Quality Statement No 6 - Leadership and Management</b> The centre's governance is effective through good leadership and the management of quality and curriculum development	
Performance Criteria	Suggested evidence which can be used to satisfy the performance criteria
<p><b>6 For courses delivered under the IIQ Licence, centres must provide effective leadership and management by:</b></p> <p>6.1. identifying a senior member of staff who is directly responsible for IIQ provision and who'll act as a point of contact for the NCFE Quality Advisor</p> <p>6.2. having an internal structure which promotes high standards and ensures the effective management, quality assurance and support of learning programmes</p> <p>6.3. developing and maintaining effective partnerships with NCFE, employers, external agencies, community organisations, networks, other educational/training establishments</p> <p>6.4. having an effective system for the management of all their satellite centres and sub-contract centres and make sure that the full contents of this Agreement apply to and are followed by them as part of the Licensed Centre.</p>	<ul style="list-style-type: none"> <li>• job descriptions, organisation chart, minutes of meetings relating to IIQ provision</li> <li>• organisation chart, minutes of management and quality meetings relevant to IIQ provision</li> <li>• minutes of meetings involving partners. Discussions with partners/employers. Information/documentation relating to work with partners</li> <li>• where a partnership arrangement is in place the things that each of the parties have to do are written down and made available if required.</li> </ul>

**Appendix 1**  
**Investing in Quality Licence**  
**Quality Statements and**  
**Performance Criteria**

<b>Quality Statement No 7 - Assessment and Internal Verification</b> The centre has clearly documented and implemented policies and procedures for the assessment and internal verification of IIQ courses	
Performance Criteria	Suggested evidence which can be used to satisfy the performance criteria
<p><b>7 The Licensed Centre must have clearly documented and implemented assessment and internal verification policies and procedures. Licensed Centres must ensure that:</b></p> <p>7.1. they have fully documented assessment and internal verification policies and procedures including those for dealing with assessment malpractice, plagiarism and appeals.</p> <p>7.2. the roles and responsibilities of assessors and internal verifiers are clearly defined and understood</p> <p>7.3. their approach to assessment is flexible and designed to meet the needs of the course and the learner</p> <p>7.4. that assessment is transparent, fair, consistent and reliable and accessible to all learners</p> <p>7.5. where appropriate, assessment is both summative and formative with regular reviews of learner progress</p> <p>7.6. there's a mechanism for assessors and internal verifiers to meet for standardisation purposes</p> <p>7.7. where assessment instruments such as assignments, examinations, short answer questions and multi-choice questions are used, they're valid, reliable and fit for purpose</p>	<ul style="list-style-type: none"> <li>• assessment and internal verification policies and procedures including assessment malpractice, learner appeals/complaints and plagiarism</li> <li>• job descriptions of assessors and internal verifiers</li> <li>• assessment plans/schedules, assessment methods. Observation of assessment by an NCFE Quality Advisor. Discussions with learners</li> <li>• samples of assessed work. Discussions with learners</li> <li>• samples of assessed work, assessment records, and tutorial/progress review records. Discussions with learners.</li> <li>• minutes of standardisation meetings</li> <li>• samples of assessment materials. Discussions with learners</li> </ul>

**Appendix 1**  
**Investing in Quality Licence**  
**Quality Statements and**  
**Performance Criteria**

<b>Quality Statement No 7 - Assessment and Internal Verification</b> The centre has clearly documented and implemented policies and procedures for the assessment and internal verification of IIQ courses	
<b>Performance Criteria</b>	<b>Suggested evidence which can be used to satisfy the performance criteria</b>
7.8. learners understand all aspects of the assessment process including appeals  7.9. learners receive timely and constructive feedback which highlights both the positive aspects of their work and any areas for improvement  7.10. appropriate assessment and internal verification records are maintained for a minimum of 3 years. This includes records showing: <ul style="list-style-type: none"> <li>• lists of learners registered with NCFE for each IIQ course offered</li> <li>• learner assessment records</li> <li>• records of internal verification activity</li> <li>• records of IIQ certificates claimed, including partial achievement</li> </ul> 7.11. there's effective communication within the delivery team  7.12. actions from assessment and internal verification activities are completed in an agreed timescale.  7.13. where external assessment is part or all of the assessment method for an IIQ course, the centre must have robust procedures for conducting external assessments and these must be made available to the quality advisor when requested on a visit	<ul style="list-style-type: none"> <li>• course/assessment handbooks. Discussions with learners</li> <li>• samples of assessed work. Assessment, tutorial and progress review records. Observation of assessment by an NCFE Quality Advisor. Discussions with learners</li> <li>• assessment and internal verification records</li> <li>• learner registration details</li> <li>• learner certification details</li> <li>• discussions with learners</li> <li>• assessment and internal verification records</li> <li>• details of the arrangements for storage of external assessment materials and invigilation of external assessments</li> <li>• guidance for the conduct of external assessment is provided in the NCFE Regulations for the Conduct of External Assessment external assessment is provided in the NCFE Regulations for the Conduct of External Assessment</li> </ul>

## Appendix 2

### Instructions for the use of the investing in Quality logo

The Investing in Quality logo is a square block in proportion incorporating both NCFE's corporate ID and the Investing in Quality marque in a ribbon style graphic.

Our logo is available to all centres approved to develop courses under our Investing in Quality (IIQ) Licence. You can use this logo on any documentation relating to these courses or procedures which fall under your centre's agreement with NCFE (promotional materials included).

As the Licenced Centre you agree and undertake with us that:

- you won't advertise and promote provision under the Investing in Quality logo when it's outside the scope of the Licence
- you won't use the NCFE and/or Investing in Quality logo on any certificates that are produced by you and issued to learners.

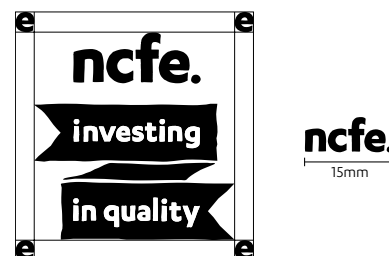
The guidelines below should keep you on the straight and narrow when you're creating anything using the IIQ logo. You can access the logo by getting in touch with the Accreditation team who are happy to advise you on usage. It will be sent to you as an email attachment.

Email: [accreditationteam@ncfe.org.uk](mailto:accreditationteam@ncfe.org.uk)

#### 1.0 Clear space and minimum size

The NCFE Investing in Quality logo must always be surrounded by a minimum clear space which must remain free from any other graphic elements to ensure maximum visibility.

The minimum size for the NCFE logo is 15mm (printed applications) or 43 pixels (digital applications). Therefore the Investing in Quality logo can be no smaller than **23.5mm x 24.5mm**.



#### 2.0 Incorrect usage, orientation & backgrounds

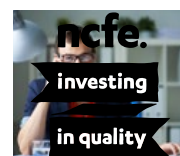
The logo should never appear at any angle other than horizontal and must never appear within a heading or a sentence. NCFE prefers the logo not to be used on patterned backgrounds but where this is not possible (photographic images etc), please make sure that the minimum spacing is maintained and that the logo is not distorted by the background image.



Do not rotate.



Do not remove the ncfе logo.



Do not place over an image.



Do not stretch.





## Appendix 2

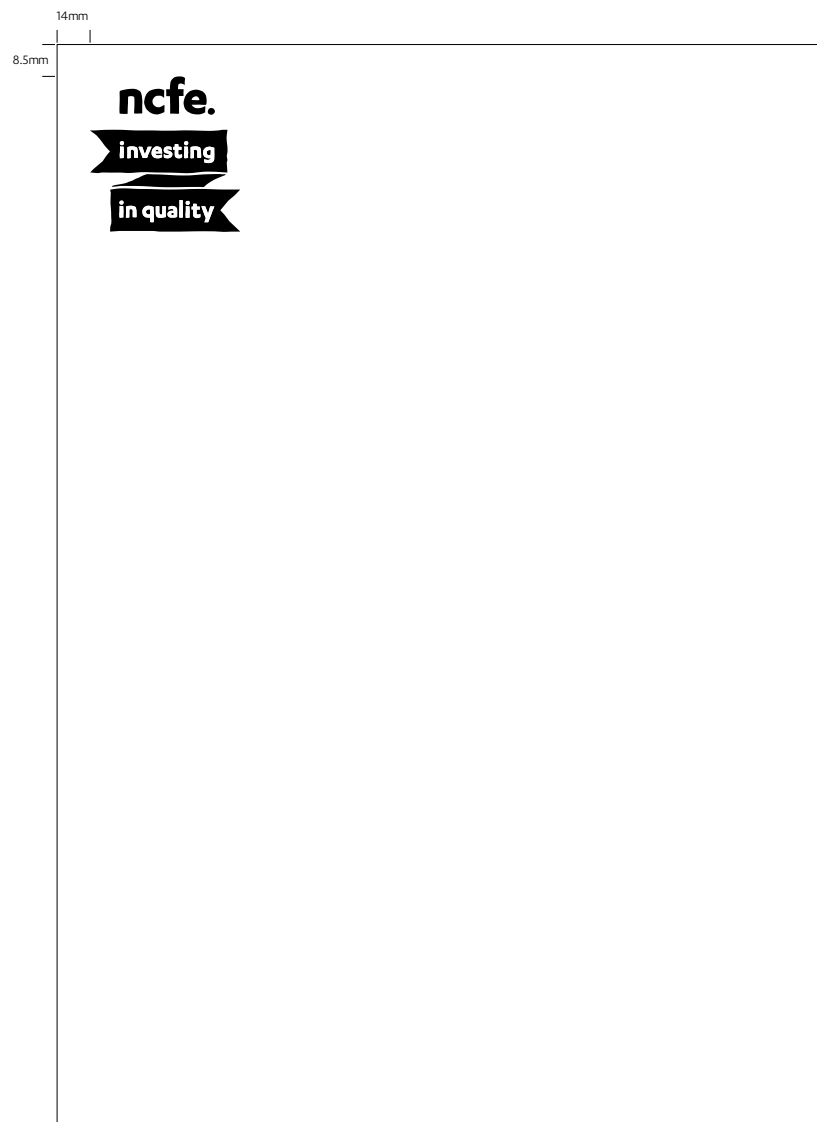
### Instructions for the use of the investing in Quality logo

#### 3.0 Colours

There is one variation of the logo and that is as shown. The colours used are black and white.  
Please don't change the colour scheme.

#### 4.0 Positioning

Wherever possible the Investing in Quality logo should appear in the top left hand corner of the document.



#### 5.0 Size

To ensure maximum brand consistency, the size of the NCFE Investing in Quality logo should be 24mm wide on a A5, 34mm wide on a A4 and 48mm wide on a A3 document.

